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PTO/SB/64 (10-01)

Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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**PETITION FOR REVIVAL OF AN APPLICATION FOR PATENT ABANDONED
UNINTENTIONALLY UNDER 37 CFR 1.137(b)**

Docket Number (Optional)

First named inventor: **WALTER JOSEPH MIKULSKI**Application No.: **09/490,859**Art Unit: **3733**Filed: **01/24/2000**Examiner: **JEROME DONNELLY**Title: **PORTABLE EXERCISE ASSEMBLY**

Attention: Office of Petitions
Assistant Commissioner for Patents
Box DAC
Washington, D.C. 20231

NOTE: If information or assistance is needed in completing this form, please contact Petitions
Information at (703) 305-9282.

The above-identified application became abandoned for failure to file a timely and proper reply to a notice or action by the United States Patent and Trademark Office. The date of abandonment is the day after the expiration date of the period set for reply in the Office notice or action plus an extensions of time actually obtained.

APPLICANT HEREBY PETITIONS FOR REVIVAL OF THIS APPLICATION

NOTE: A grantable petition requires the following items:

- (1) Petition fee;
- (2) Reply and/or issue fee;
- (3) Terminal disclaimer with disclaimer fee --required for all utility and plant applications filed before June 8, 1995; and for all design applications; and
- (4) Statement that the entire delay was unintentional.

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OFFICE OF PETITIONS

1. Petition fee

 Small entity-fee \$ 640 (37 CFR 1.17(m)). Applicant claims small entity status. See 37 CFR 1.27. Other than small entity - fee \$ 640 (37 CFR 1.17(m))

2. Reply and/or fee

A. The reply and/or fee to the above-noted Office action in
the form of _____

(identify type of reply):

 has been filed previously on _____
 is enclosed herewith.

B. The issue fee of \$ _____

 has been paid previously on _____
 is enclosed herewith.

[Page 1 of 2]

8/26/02

Gentlemen: I have enclosed a detailed explanation of why it was completely unavoidable for me (according to my circumstances), to have paid this "issue fee before the due date.

UNINTENTIONAL

The first file which I enclosed is a verification of the problems which I have had with my attorney overcharging me. Resulting in my having to discontinue his services. The second, file includes correspondences showing some of the many attempts, which I had made in trying to communicate with the PTO. My patent attorney had only mentioned these "filing fees" in his correspondence with me but I had no idea of the ramifications of paying such fees. For example:

A: Could I deal direct with the PTO without going through my attorney?
B: If I could pay these fees direct, would I be given an extension of time in which to take over the patent application myself or would I be given time to search for another attorney?

Without the use of my attorney and not being able to make the correct contacts within the PTO it was impossible to know how to proceed.

The third file is a job description indicative of the situation, which I am in. I implore the PTO to recognize the difficulty of trying to deal directly with the bureaucracy of the PTO while encountering problems with ones attorney, and while employed with the United States Foreign Service overseas.

Sincerely W. Joe Mikulski

1

UNCLASSIFIED FACSIMILE TRANSMISSION



United States Department of State
Regional Information Management Center
Europe/Near East Asia/Africa West
American Consulate General
Frankfurt, Germany 60323

FAX: (49) 69-7535-3860 TELEPHONE (49) 69-7535-3704/3728

DATE: Jan 24 02

ORGANIZATION/OFFICE:

ATTN: PETER MADS

FAX NUMBER:

FROM: Joe Mikulski

4 PAGES

Jan 24, 02

Gentlemen, I have read sheet one of your Fax and understand the February 2 deadline responding to the patent examiner and I also understand the breakdown of fees mentioned on this page. It states that \$400. Is for legal fees and the other \$460. Is for a three-month extension. I do not however understand the \$1,160. Mentioned on "page 1. Before I send the \$860. I would like to receive a breakdown of this fee of \$1,160. And I need to know what the total charge would be in order to obtain the patent. On page 2 of the letter dated Nov 2 it states that the cost of arguing against the requirement would be \$1,200. But I am not interested in going this rout. I only want to pursue filing for group 2 figures 18 - 24 on the application, which describes my collapsible power stick. I also do not understand the last sentence on page 2, which states: "with respect to filing a divisional application for the non-elected claims, should that be necessary, the expected charges will likely be \$1,700". I can not afford this kind of fee. How likely is it that this mentioned application will be necessary? So, If you will, please fax me this breakdown today so that I may mail you the check for \$860 right away to meat the deadline.

Sincerely Joe Mikulski

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OFFICE OF PETITIONS

Walter Joe Mikulski
AMCONGEN/RIMC
PSC115
APO AE 09213-0115

W Joe Mikulski

Telephone: 49 69 7535-3890
FAX: 49 69 7535-3860

UNCLASSIFIED FACSIMILE TRANSMISSION



United States Department of State
Regional Information Management Center
Europe/Near East Asia/Africa West
American Consulate General
Frankfurt, Germany 60323

FAX: (49) 69-7535-3860 TELEPHONE (49) 69-7535-3704/3728

Jan 28,02

Gentlemen, in response to your fax (of Jan 24), from the beginning I agreed with Maloy Maloy on a price for this patent and paid this price in full. The only remaining charges as it was explained, were to be some miscellaneous filing and preparation work amounting to no more than a few hundred dollars. I had explained to Maloy Maloy that this was all that I would be able to pay. On Nov 9, I received a fax from you stating that "the estimated fees for electing one of the identified groups will be \$400." This \$400. Plus the filing fee of \$460. Would total \$860. Based on this statement I asked you to go ahead and respond to group two figures 18-24. I also stated that I was only interested in proceeding with patent 1G17/1.827.99. At this time I was not aware nor had I agreed to any other fees for services which I had not already paid. Then on Jan 2, and Jan 24, I receive these Invoices for a balance of \$2,020. I find this frightening to the extent that I am now compelled to terminate my connection with Maloy Maloy. Since I am posted overseas, I will be seeking legal advice through my employer (the Department of State) to determine what my obligations are in this case. I will notify Maloy Maloy regarding this balance after my consultations. The patent is no longer an issue to me. I can assure you that I will follow the counselor's advice.

With regrets.....W Joe Mikulski

Gentlemen, My decision to apply for these patents was based only on a fee agreed on and paid at the beginning. As I have been explaining in my correspondences, I could not afford to proceed with these applications without a complete breakdown or estimate of the entire process. I responded in my letter of Nov 26 asking you to amend group two (which pertained to the second patent 1.827.99). This was in response to your letter of Nov 9 stating that the cost for this would be \$400. As I stated in my letters of 7/17/01 and 1/24/02, I was no longer interested in the first patent but only in 1,827.99. This is based upon the two of the cited patents which you have recently sent me (Thomson 1,750,549, and Titus , 1019,861). These seem to duplicate most of the design from my first patent, 1.761.99. These patents were granted before my mother was born and I don't understand why they did not show up in the original patent search which was done for me. This could have saved me from having paid for two patents and allowed me to concentrate only on the design of originality which is patent 1.827.99. Anyway the bottom line is that I simply cannot afford your services. This has been made clear to me in your letters of 1/2/02 and 2/28/02.

W. J Mikulski

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OFFICE OF PETITIONS

Malloy &

FAX COVER SHEET

Malloy, P.A.

Patent, Trademark & Copyright Law

NOTICE: This facsimile contains CONFIDENTIAL INFORMATION which also may be LEGALLY PRIVILEGED. It is intended only for the use of the Addressee(s) named below. If you are not the Addressee or the employee or agent responsible for delivering it to the Addressee, you are hereby notified that any dissemination or copy of this facsimile may be strictly prohibited. If you have received this facsimile in error, please immediately notify us by telephone and return the original facsimile to us at the address below via the U.S. Postal Service.

DATE: January 24, 2002

TO: Walter Joe Mikulski
AMCONCEN/RIMC
PSC115
APO AE ^^^

FAX: 011 (49) *UNSUBJICD*

FROM: Peter A.

RE: Patent M
Our Refs

NUMBER OF PAGES INCLUDING THIS FAX COVER SHEET:

1

RECEIVED

APR 01 2003

MESSAGE:

Thank you for your fax of earlier today.

OFFICE OF PETITIONS

With regard to your file CIP patent application (our ref. 1.827.99), the absolute deadline is indeed February 2, 2002. Please do forward your check in the amount of \$860.00 (\$400 deposit for legal fees & \$460 for a 3 month extension of time).

With regard to your "parent" patent application (our ref. 1.761.99), the balance due is indeed \$1,160.00 (\$700 legal fees & 460 for a 3 month extension of time). This has to do with the amendment we prepared and filed in December of 2001 with the Patent Office for which we expect that a Notice of Allowance to be issued soon.

In summary, your balance for file 1.827.99 is \$860 and your balance for file #1.761.99 is \$1,160. Thus, the total of both your balances is \$2,020.00.

With regard to your inquiring as to filing a divisional patent application for file #1.827.99, it will only be necessary in order to protect this alternate embodiment which the PTO has identified as a separate invention, which is ultimately your decision as to whether you would want to obtain patent protection for that as well.

If you have any additional questions, please advise. Thank you.

2800 S.W. Third Avenue • Miami, Florida 33129 • Tel (305) 858-8000 • Fax (305) 858-0008

8000 858 0008

#6980 P.001

MALLOY & MALLEY

JAN. 24, 2002 18:36 305 858 0008

JAN 30, 2002

Mr. Jerome Donnelly, I am writing you regarding my two patents pending, (Portable exercise assemblies application number 09/490,859). I understand that before Feb 2, a filing fee is due and I wish to plead for and extension of time. Actually I need as much time as I can possibly get. Following are the reasons: In Jan of 2000, I explained to my patent attorneys Maloy and Maloy that the 12,000 that I had paid them for both patents must cover all of the costs and that this was all that I would be able to pay. On Nov 9, 2001, They stated that the estimated costs of selecting one of the identified groups as suggested by the patent examiner, would be \$400. Plus a \$460. Patent extension fee, which I agreed to pay. Before paying this amount however, I found out that they would require a total balance of \$2,020. to proceed, and no guaranty how much more they might require down the road. I explained to them that I found this frightening, and was compelled to discontinue their services. I am further restricted by the fact that I am a federal employee of the U.S. Department of State (Foreign Service) posted in Frankfurt Germany. My job here as a Telecommunications specialist involves extensive worldwide travel, while providing technical support for our American Embassies overseas. For these reasons it will be difficult for me to expedite this patent on my own in this situation. I desperately need time. I am in no hurry to obtain the patent because I will be here in Germany for the next two years; I don't want the application to expire on me however. I am not completely ignorant of the procedures. I have been granted a patent before in 1985, (U.S. Patent 4503426), but also went through an attorney. At this time the total fee was under \$2000. I have visited your web site and have seen that instructional materiel is available for inventors on how to file. And so before getting started I would appreciate it if you could please answer the following questions for me:

1. Since the patent application has already been filed, I would assume that I would behoove me to concentrate only on those procedures involving modification of the existing application as opposed to doing a complete application from scratch. Can you offer any suggestion to me on where to start?
2. My two patents actually represent an exercise system in three distinct configurations, a folding rack, a collapsible metal beam, and a door mount configuration. Judging from other patents which the patent attorney has recently shown me, it seems that the exercise rack and the doormount system has already been invented and that at very best, all that I might expect to achieve with these claims are a few improvements on these configurations. Why the original patent search for which I paid good money to Maloy and Maloy did not reveal any of these patents, I do not understand. At any rate, the attorney explained to me that I would be able to select from several choices (namely groups one, two and three), the rout that I wanted to take in proceeding with the application. (Group two), would involve perusing those claims, which are supported by figures 18-24 of the application. This pertains to the collapsible metal beam version of my invention. It seems to me that it would behoove me to develop or concentrate on the claims supporting this version of my invention because I have seen no similarities to this version anywhere in the patent search nor on the open market. Moreover I am interested in keeping the patent as simple and easy to develop as humanly possible (for obvious reasons). Does the examiner agree with me that this would be the easiest rout for me to take as opposed to trying to argue for greater coverage?
3. If I were to peruse this choice (group 2), what then would be my next step or do I simply standby and wait for recommendations from the examiner?
4. In order to peruse only the claims in group 2 which are on the second (daughter patent) would I need to even file the first patent application at all? Since claims 1-35 on the first patent were not rejected, would it behoove me to peruse these claims? What would be the next step involved on my part?

Your answers and advice to these questions would be very much appreciated, as I would like to know what my options are. Below are my contact numbers and addresses. As you can see I also have a new state side address which I would like to go on my patent if it were granted.

Sincerely W. Joe Mikulski



Overseas address: W. Joe Mikulski
AMCONGEN/RIMC
PCS 115
APO AE 09213-0115

Tel - office: 49-69-7535-3890
Tel- home: 49-69-95638536
Fax- 49-69-7535-3860
E-mail: MIKULSKI W JOE @ STATE.GOV
Web site: www.SUITCASEGYM.COM

State side address: W. Joe Mikulski
P.O. Box 561225
Orlando Florida 32806

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APR 01 2003
OFFICE OF PETITIONS

Mikulski, W Joe

To: BRIAN.HEARN@USPTO.GOV
Subject: Please Advise

Dear Mr. Hearn, I write you in hopes that you might steer me in the best direction in solving a patent application problem. I hope that you will bear with the length of my message as the problem is somewhat involved. It began around the beginning of the year when I determined that my attorney was over charging me. We had agreed (verbally), that the fees were not to exceed 10,000 for the two patents. They had stated that upon acceptance of the idea by the PTO, I would only pay the necessary application fees and a few hundred dollars for updated drawings. But instead I received a statement for a due payment of \$2,845. I had already paid them \$10,000, and there was no guarantee how much more they would require even if I had paid the extra \$2,845. I had made it clear from the beginning to them that \$10,000 was all that I could afford. Unfortunately for me I did not get their offer in writing. I will be sending an official complaint anyway, to the PTO complaint department. My biggest problem however is how to deal with the patent applications. For this I contacted the Help line who's number I obtained from the PTO web site. They suggested that I contact the examiner and explain my situation, that I had terminated my attorney and I also wanted to petition for an extension of time so that my application would not expire. This was on Jan 28th. I got a fax number from them (703-8729302), figuring that this was the most effective way to send my petition. I sent the first fax on Jan 30 and after receiving no reply I sent another on Mar 20. After still receiving no reply, I sent the request by regular mail to the "Assistant Commissioner for Patents - Office of initial Patent Examination". I still received no response so I tried contacting the examiner by phone leaving voice mail messages. When this didn't work, I re-dialed the help line and after being transferred five or is times, I was able to obtain several E-mail contacts including your own.

Mr. Hearn, this problem has been further complicated by my position as a technician in the U.S. Foreign Service. For the past year, I have been constantly off on visits to places like Pakistan, Tajikistan, etc, etc. This assignment leaves me very little time to devote towards this effort.

I desperately needed an extension of time on my application until either my oversees assignment is up and had more time, or until I could find another patent attorney who would not rip me off. Now I understand that my application has already expired and that I must apply for an "restoration". I also understand that I must file either an "unintentional", or an "unavoidable" petition. I would because of my extraordinary circumstances in this situation, like to go with the unavoidable petition in all fairness to me. I have diligently made every effort to rectify this problem before it was to late. Nevertheless I have been told to consult with you before making my move. I would greatly appreciate hearing from you Mr.. Hearn, and receiving any advice you could give me. sincerely.....W. Joe Mikulski

Walter Joe Mikulski
AMCONGEN/RIMC
PSC 115
APO AE 09213-0115

May, 21, 2002

Gentlemen, please see that this letter gets into the hands of the right person. I have applied for two patents on Jan 5, 2000. I recently received a notice of allowance due which stated that the application had been examined and is allowed for issuance as a patent. (Please see enclosed statement). At the time, my patent attorney was sending me bills for amounts far greater than I could pay; consequently I found it necessary to break off my relations with them. Because of this, I was not sure of the progression of the status of the patents. I called the patent office and tried to reach the examiner for my application (Mr. Jerome Donnelly). Since he was not available, I asked for his FAX number and send him a letter explaining my situation. This was in January; and after receiving no reply in two months, I faxed him another letter. I have still received no reply. (Enclosed is a copy of the letter, which I faxed to Mr. Donnalley). As I previously explained to him, I was in a very precarious situation. I am working for the US. Department of state oversees and am constantly traveling to very remote areas to work for long periods at a time. I have been pleading with the Patent office to please understand my situation, that I have not been able to keep my attorney, and would still like to pursue the issuing of my patent applications. With my job in the United States Foreign Service I simply cannot keep up with the patent status on my own. I have visited the PAC website. I plan to utilize the site in expediting the issuance of my patent. All that I have been asking of the Patent office and Mr. Donnalley is simply a chance to be allowed to proceed on my own. Could the PAC please consider my circumstances and grant me an extension and simple inform me what next step I must take. I will do the rest myself. I will be happy to pay any extension fees involved on my part. To this date I have not paid because I have not received answers from my Faxes to Mr. Donnalley and did not know in which direction to proceed. I am very desperate for an answer. Please respond. To one of the addresses or FAX numbers on the copy sheet.

Sincerely... W. Joe

Mikulski

W Joe Mikulski

Mikulski, W Joe

From: Mikulski, W Joe
Sent: August 02, 2002 2:22 PM
To: Mikulski, W Joe; 'STEVE.VALENTINE@USPTO.GOV'
Subject: RE: SEEK ADVICE

-----Original Message-----

From: Mikulski, W Joe
Sent: August 02, 2002 1:04 PM
To: 'BRIAN.HEARN@USPTO.GOV'
Subject: Please Advise

Dear Mr. Valentine , I write you in hopes that you might steer me in the best direction in solving a patent application problem. I hope that you will bear with the length of my message as the problem is somewhat involved. It began around the beginning of the year when I determined that my attorney was over charging me. We had agreed (verbally), that the fees were not to exceed 10,000 for the two patents. They had stated that upon acceptance of the idea by the PTO, I would only pay the necessary application fees and a few hundred dollars for updated drawings. But instead I received a statement for a due payment of \$2,845. I had already paid them \$10,000 , and there was no guarantee how much more they would require even if I had paid the extra \$2,845. I had made it clear from the beginning to them that \$10,000 was all that I could afford. Unfortunately for me I did not get their offer in writing On Jan 28th Contacted the Help line who's number I obtained from the PTO web site. They suggested that I contact the examiner and explain my situation, that I had terminated my attorney and I also wanted to petition for an extension of time so that my application would not expire. I got a fax number from them (703-8729302), figuring that this was the most effective way to send my petition. I sent the first fax on Jan 30 and after receiving no reply I sent another on Mar 20. After still receiving no reply, I sent the request by regular mail to the "Assistant Commissioner for Patents - Office of initial Patent Examination". I still received no response so I tried contacting the examiner by phone, leaving voice mail messages. When this didn't work, I re-dialed the help line and after being transferred five or is times , I was able to obtain several E-mail contacts including your own.

Mr. Valentine, this problem has been further complicated by my position as a technician in the U.S. Foreign Service. For the past year, I have been constantly off on visits to places like Pakistan, Tajikistan, etc, etc. This assignment leaves me very little time to devote towards this effort.

I desperately needed an extension of time on my application until either my oversees assignment is up and had more time, or until I could find another patent attorney who would not rip me off. Now I understand that my application has already expired and that I must apply for an "restoration". I also understand that I must file either an "unintentional", or an "unavoidable" petition. Because of my extraordinary circumstances in this situation, I am seeking to go with the unavoidable petition in all fairness to me. I have diligently made every effort to rectify this problem before it was to late. *I would also like to know about the procedure for filing a complete against the attorney through your department. which forms should I use etc ?* I would greatly appreciate hearing from you Mr. Valentine , and receiving any advice you could give me. sincerely.....W. Joe *Mikulski*

Walter Joe Mikulski
AMCONGEN/RIMC
PSC 115
APO AE 09213-0115

Tel: office: 49-69-7535-3890
home 49-69-95638536
FAX: 49-69-7535-3860

e-mail MIKULSKI W JOE @ STATE.GOV
WEB site: WWW.SUITCASEGYM.COM

Application number for "portable exercise Assembly: 09/477951
Filing date 01/24/2000.

**Name: Walter J.. Mikulski SSN: 266-64-2397 Position: IMTS/T Grade: FS-03
2002/2003 Work Requirements Statement April 16, 2002 – April 15, 2003**

This position is one of 14 members of the telephone maintenance technical staff of the Regional Information Management Center located in Frankfurt, Germany. The incumbent is assigned to Frankfurt, Germany and provides regional maintenance and installation services to the 117 posts supported by RIMC. He receives direct supervision from the Chief, Telephone Branch and overall supervision from the Dep. Director, RIMC. Although the incumbent has no direct supervisory responsibilities, he is called upon to act as team leader or project officer for Information Management initiatives within the EUR/NEA/AFW area.

Continuing Responsibilities:

1. The incumbent has responsibility for the surveying, installation and maintenance of an array of telephone Private Branch Exchange (PBX) systems and equipment to include ancillary support systems, within the EUR/NEA/AFW region. He is also tasked to provide assistance during emergencies and Secretary of State visits on a worldwide basis.
2. Work closely with area posts, providing assistance in the planning, acquisition, and implementation of necessary improvements to the various telephone systems.
3. Provide detailed trip reports for work performed during area site visits, make recommendations for changes and/or improvements as needed.
4. Ensure proper safeguards are provided for all Information Technologies (IT) resources under RIMC control.
5. Ensure proper management of classified material and information including processing, storage, and disposal.
6. Respond to post queries for assistance and/or information using telegraphic, telephonic or e-mail means of communications.
7. Maintain tools, test equipment, and technical manuals to include software and telephone supply catalogs needed to support area posts.

Specific Goals and Objectives:

1. Rewire, equip, and program telephone service for renovated office space at Embassy Minsk.
2. Rewire, equip, and program telephone service for renovated office space at Embassy Tallinn.
3. Assist with the installation of telephone service at Consulate Frankfurt Creekbed NOB.
4. Assist with the installation of OSCE Vienna Mitel SX-200 EL PBX.

Special Circumstances: To meet emergency communications needs the incumbent is required to travel, usually with little or no notice, throughout Eastern Europe, the Middle East and Western Africa in areas where political instability and civil unrest are common.

Walter J. Mikulski

Rated Employee

IMTS/T

RIMC EUR/NEA/AFW

Frankfurt, Germany

Date: 5-24-02

David J. Odette

Rater

Chief – Telephone

RIMC EUR/NEA/AFW

Frankfurt, Germany

Date: 5-24-02

James L. Cleveland

Reviewer

Deputy Director

RIMC EUR/NEA/AFW

Frankfurt, Germany

Date: 5-24-02

Name: Walter J.. Mikulski SSN: 266-64-2397 Position: IMTS/T Grade: FS-03
2001 Work Requirements Statement July 1, 2001 – April 15, 2002

This position is one of fourteen members of the telephone maintenance technical staff of the Regional Information Management Center located in Frankfurt, Germany. The incumbent is assigned to the RIMC in Frankfurt, Germany and provides regional maintenance and installation services to the 117 posts serviced by RIMC. He receives direct supervision from the Chief, Telephone Branch and overall supervision from the Dep. Director, RIMC. Although the incumbent has no direct supervisory responsibilities, he is called upon to act as team leader or project officer for Information Management initiatives within the EUR/NEA/AFW area.

PLEASE READ

Continuing Responsibilities:

1. The incumbent has responsibility for the planning, surveying, installation and maintenance for an array of telephone Private Branch Exchange (PBX) systems and equipment to include ancillary support systems within the EUR/NEA/AFW region. He is also tasked to provide assistance during emergencies and Secretary of State visits on a worldwide basis.
2. Work closely with area posts, providing assistance in the planning, acquisition, and implementation of necessary improvements to the various telephone systems.
3. Provide detailed trip reports for work performed during area site visits, make recommendations for changes and/or improvements as needed.
4. Ensure proper safeguards are provided for all Information Technologies (IT) resources under RIMC control.
5. Ensure proper management of classified material and information including processing, storage, and disposal.
6. Respond to post queries for assistance and/or information using telegraphic, telephonic or e-mail means of communications.
7. Maintain tools, test equipment, and technical manuals to include software and telephone supply catalogs needed to support area posts.

Specific Goals and Objectives:

1. Assist with the installation of a Meridian 61C Remote Node at Embassy Ljubljana.
2. Assist with the installation/upgrade of a Mitel SX-2000 EL at Embassy Berlin.
3. Assist with the installation of Consulate Ponta Delgada Norstar PBX. *OK*
4. Assist with the installation of Embassy Ashgabat's Meridian 11C PBX. *OK*

Rated Employee:

Signature/Date

Walter J. Mikulski
Walter J. Mikulski
IMTS/T
RIMC EUR/NEA/AFW
Frankfurt, Germany

Rater:

Signature/Date

David J. Odette
David J. Odette
Chief – Telephone
RIMC EUR/NEA/AFW
Frankfurt, Germany

Reviewer:

Signature/Date

James L. Cleveland
James L. Cleveland
Deputy Director
RIMC EUR/NEA/AFW
Frankfurt, Germany

IV. EVALUATION OF PERFORMANCE AND ACCOMPLISHMENT (Completed by Rater)
ALL CLASSES

A. General Appraisal:

1. All Employees: Performance was satisfactory or better (If no, see instructions for documenting unsatisfactory performance)

YES NO

2. SFS Members: 1. Adjustment of Salary Level -- Performance was excellent or better

2. Member is recommended for Performance Pay (see instructions)

3. Member is recommended for Recertification -- Performance was excellent or better

(See instructions for recertification, conditional recertification, and non-recertification criteria)

B. Discussion: Identify at least three of the work requirements including continuing responsibilities and/or specific objectives listed in Section III. For each, using examples, describe the employee's performance and accomplishments and his/her contribution to the Mission's or Bureau's Program Plan.

Walter "Joe" Mikulski has provided the RIMC regional customers with quality support. When not providing direct TDY travel support, Joe's time is spent fielding dozens of daily inquiries for technical advice and guidance from the regional Foreign Service National (FSN) and Information Resource Management (IRM) personnel who are tasked with providing first level maintenance of the telephone network at post. Whether it is a complex detailed step-by-step programming change for a Meridian 61C at Embassy Muscat or a routine parts procurement guidance call from Embassy Warsaw, Joe has provided the answers that were requested. His attention to detail and his ability to focus on the final objective have helped RIMC customers meet their needs. One of Joe's specific objectives was the installation of a new telephone service in renovated office space at Embassy Vilnius. After careful review of the bill of material that had been received, and of what service the customer envisioned, he noted that some key components had been left out of the original order. Joe assisted post IRM personnel in procuring what they needed. He then reviewed the final design configuration so optimum service would be achieved. The installation was then completed in a timely and accurate fashion.

Joe's efforts at completing the re-wiring and equipment installation at Embassy Tallinn resulted in the post having a quality telephone network that will provide them with years of good service. This project would have typically been assigned to a two person team, staffing shortages required that Joe tackle this by himself. Without hesitation, he took charge of this project and after a thorough evaluation, he proceeded to develop a sound action plan which scheduled his work so the project was completed in just a few days.

Another important installation project that Joe accomplished was the design, procurement, and installation of wiring and telephone equipment for the new off-site Marine Security Guard (MSG) house at Embassy Vilnius. This work provided vital communications for this important new security element and will aid post in meeting its mission objectives. Joe's meticulous attention to detail and his ability to set goals and keep them, allowed this job to stay on-track and be completed successfully.

Providing emergency maintenance to a post that has suffered a major system failure is an adrenaline rush and experience that most technicians both love and hate. When Embassy Monrovia experienced a total telephone PBX failure, Joe was tasked with arranging immediate travel to restore post operation. Within 12 hours Joe was on a flight to post. Upon arrival, he encountered a system that had been destroyed by a lightning voltage surge. He carefully diagnosed what circuit cards and components he would need to replace, in order to restore the operation of this equipment. Joe then contacted the IRM/Foreign Post Telephone (IRM/FPT) office and had the needed material express shipped to post. Amazingly, the equipment arrived in just a couple of days and Joe was able to get the telephone network back to 100 percent operation.

During this rating period, Joe provided TDY area support for a total of 75 days. Of these, 62 days TDY were for direct support to missions in Freetown, Baku, Muscat, Monrovia, Minsk, and Tallinn. He also provided 13 days TDY support for the Secretary of State on visits to Islamabad and Tashkent.

Joe strives to provide the best support he can for his regional customers. During this rating period he has completed formal certification training for Meridian Mail software applications. These additional job skills will allow Joe to support this important feature at the area missions.

UNCLASSIFIED FACSIMILE TRANSMISSION



United States Department of State
Regional Information Management Center
Europe/Near East Asia/Africa West
American Consulate General
Frankfurt, Germany 60323

FAX: (49) 69-7535-3860 TELEPHONE (49) 69-7535-3704/3728

DATE: JAN 24 02

ORGANIZATION/OFFICE: _____

ATTN: PETER MATOS

FAX NUMBER: _____

FROM: Joe Mikulski

4 PAGES

RECEIVED
APR 01 2003

OFFICE OF PETITIONS

Jan 24, 02

Gentlemen, I have read sheet one of your Fax and understand the February 2 deadline responding to the patent examiner and I also understand the breakdown of fees mentioned on this page. It states that \$400. Is for legal fees and the other \$460. Is for a three-month extension. I do not however understand the \$1,160. Mentioned on "page 1. Before I send the \$860. I would like to receive a breakdown of this fee of \$1,160. And I need to know what the total charge would be in order to obtain the patent. On page 2 of the letter dated Nov 2 it states that the cost of arguing against the requirement would be \$1,200. But I am not interested in going this rout. I only want to pursue filing for group 2 figures 18 – 24 on the application, which describes my collapsible power stick. I also do not understand the last sentence on page 2, which states: "with respect to filing a divisional application for the non-elected claims, should that be necessary, the expected charges will likely be \$1,700". I can not afford this kind of fee. How likely is it that this mentioned application will be necessary? So, If you will, please fax me this breakdown today so that I may mail you the check for \$860 right away to meat the deadline.

Sincerely Joe Mikulski

Walter Joe Mikulski
AMCONGEN/RIMC
PSC115
APO AE 09213-0115

W Joe Mikulski

Telephone: 49 69 7535-3890
FAX: 49 69 7535-3860

UNCLASSIFIED FACSIMILE TRANSMISSION



United States Department of State
Regional Information Management Center
Europe/Near East Asia/Africa West
American Consulate General
Frankfurt, Germany 60323

FAX: (49) 69-7535-3860 TELEPHONE (49) 69-7535-3704/3728

Jan 28,02

Gentlemen, in response to your fax (of Jan 24), from the beginning I agreed with Maloy Maloy on a price for this patent and paid this price in full. The only remaining charges as it was explained, were to be some miscellaneous filing and preparation work amounting to no more than a few hundred dollars. I had explained to Maloy Maloy that this was all that I would be able to pay. On Nov 9, I received a fax from you stating that "the estimated fees for electing one of the identified groups will be \$400." This \$400. Plus the filing fee of \$460. Would total \$860. Based on this statement I asked you to go ahead and respond to group two figures 18-24. I also stated that I was only interested in proceeding with patent IGI7/1.827.99 At this time I was not aware nor had I agreed to any other fees for services which I had not already paid. Then on Jan 2, and Jan 24, I receive these Invoices for a balance of \$2,020. I find this frightening to the extent that I am now compelled to terminate my connection with Maloy Maloy. Since I am posted oversees, I will be seeking legal advice through my employer ,(the Department of State) to determine what my obligations are in this case. I will notify Maloy Maloy regarding this balance after my consultations. The patent is no longer an issue to me. I can assure you that I will follow the counselor's advice.

With regrets.....W Joe Mikulski

Gentlemen, My decision to apply for these patents was based only on a fee agreed on and paid at the beginning. As I have been explaining in my correspondences, I could not afford to proceed with these applications without a complete breakdown or estimate of the entire process. I responded in my letter of Nov 26 asking you to amend group two (which pertained to the second patent 1.827.99). This was in response to your letter of Nov 9 stating that the cost for this would be \$400. As I stated in my letters of 7/17/01 and 1/24/02, I was no longer interested in the first patent but only in 1,827.99. This is based upon the two of the cited patents which you have recently sent me (Thomson 1,750,549, and Titus , 1019,861). These seem to duplicate most of the design from my first patent, 1.761.99. These patents where granted before my mother was born and I don't understand why they did not show up in the original patent search which was done for me. This could have saved me from having paid for two patents and allowed me to concentrate only on the design of originality which is patent 1.827.99. Anyway the bottom line is that I simply cannot afford your services. This has been made clear to me in your letters of 1/2/02 and 2/28/02.

W. J Mikulski

Malloy &

FAX COVER SHEET

Malloy, P.A.

Patent, Trademark & Copyright Law

NOTICE: This facsimile contains CONFIDENTIAL INFORMATION which also may be LEGALLY PRIVILEGED. It is intended only for the use of the Addressee(s) named below. If you are not the Addressee or the employee or agent responsible for delivering it to the Addressee, you are hereby notified that any dissemination or copy of this facsimile may be strictly prohibited. If you have received this facsimile in error, please immediately notify us by telephone and return the original facsimile to us at the address below via the U.S. Postal Service.

DATE: January 24, 2002

TO: Walter Joe Mikulski
AMCONCEN/RIMC
PSC115
APO AE ^

FAX: 011 (49) *VVSUR1C1*

FROM: Peter A.

RE: Patent M
Our Refs

NUMBER OF PAGES INCLUDING THIS FAX COVER SHEET: 1

MESSAGE:

Thank you for your fax of earlier today.

With regard to your file CIP patent application (our ref. 1.827.99), the absolute deadline is indeed February 2, 2002. Please do forward your check in the amount of \$860.00 (\$400 deposit for legal fees & \$460 for a 3 month extension of time).

With regard to your "parent" patent application (our ref. 1.761.99), the balance due is indeed \$1,160.00 (\$700 legal fees & 460 for a 3 month extension of time). This has to do with the amendment we prepared and filed in December of 2001 with the Patent Office for which we expect that a Notice of Allowance to be issued soon.

In summary, your balance for file 1.827.99 is \$860 and your balance for file #1.761.99 is \$1,160. Thus, the total of both your balances is \$2,020.00.

With regard to your inquiring as to filing a divisional patent application for file #1.827.99, it will only be necessary in order to protect this alternate embodiment which the PTO has identified as a separate invention, which is ultimately your decision as to whether you would want to obtain patent protection for that as well.

If you have any additional questions, please advise. Thank you.

2800 S.W. Third Avenue • Miami, Florida 33129 • Tel (305) 858-8000 • Fax (305) 858-0008

8000 858 305

#6980 P.001

MAIL BY FAX MALLOY

JAN.24,2002 18:36 305 858 0008

JAN 30, 2002

Mr. Jerome Donnelly, I am writing you regarding my two patents pending, (Portable exercise assemblies application number 09/490,859). I understand that before Feb 2, a filing fee is due and I wish to plead for and extension of time. Actually I need as much time as I can possibly get. Following are the reasons: In Jan of 2000, I explained to my patent attorneys Maloy and Maloy that the 12,000 that I had paid them for both patents must cover all of the costs and that this was all that I would be able to pay. On Nov 9, 2001, They stated that the estimated costs of selecting one of the identified groups as suggested by the patent examiner, would be \$400. Plus a \$460. Patent extension fee, which I agreed to pay. Before paying this amount however, I found out that they would require a total balance of \$2,020. to proceed, and no guaranty how much more they might require down the road. I explained to them that I found this frightening, and was compelled to discontinue their services. I am further restricted by the fact that I am a federal employee of the U.S. Department of State (Foreign Service) posted in Frankfurt Germany. My job here as a Telecommunications specialist involves extensive worldwide travel, while providing technical support for our American Embassies overseas. For these reasons it will be difficult for me to expedite this patent on my own in this situation. I desperately need time. I am in no hurry to obtain the patent because I will be here in Germany for the next two years. I don't want the application to expire on me however. I am not completely ignorant of the procedures. I have been granted a patent before in 1985, (U.S. Patent 4503426), but also went through an attorney. At this time the total fee was under \$2000. I have visited your web site and have seen that instructional material is available for inventors on how to file. And so before getting started I would appreciate it if you could please answer the following questions for me:

1. Since the patent application has already been filed, I would assume that I would behoove me to concentrate only on those procedures involving modification of the existing application as opposed to doing a complete application from scratch. Can you offer any suggestion to me on where to start?
2. My two patents actually represent an exercise system in three distinct configurations, a folding rack, a collapsible metal beam, and a door mount configuration. Judging from other patents which the patent attorney has recently shown me, it seems that the exercise rack and the doormount system has already been invented and that at very best, all that I might expect to achieve with these claims are a few improvements on these configurations. Why the original patent search for which I paid good money to Maloy and Maloy did not reveal any of these patents, I do not understand. At any rate, the attorney explained to me that I would be able to select from several choices (namely groups one, two and three), the rout that I wanted to take in proceeding with the application, (Group two), would involve perusing those claims, which are supported by figures 18-24 of the application. This pertains to the collapsible metal beam version of my invention. It seems to me that it would behoove me to develop or concentrate on the claims supporting this version of my invention because I have seen no similarities to this version anywhere in the patent search nor on the open market. Moreover I am interested in keeping the patent as simple and easy to develop as humanly possible (for obvious reasons). Does the examiner agree with me that this would be the easiest rout for me to take as opposed to trying to argue for greater coverage?
3. If I were to peruse this choice (group 2), what then would be my next step or do I simply standby and wait for recommendations from the examiner?
4. In order to peruse only the claims in group 2 which are on the second (daughter patent) would I need to even file the first patent application at all? Since claims 1-35 on the first patent were not rejected, would it behoove me to peruse these claims? What would be the next step involved on my part?

Your answers and advice to these questions would be very much appreciated, as I would like to know what my options are. Below are my contact numbers and addresses. As you can see I also have a new state side address which I would like to go on my patent if it were granted.

Sincerely W. Joe Mikulski



Overseas address: W. Joe Mikulski
AMCONGEN/RIMC
PCS 115
APO AE 09213-0115

Tel - office: 49-69-7535-3890
Tel- home: 49-69-95638536
Fax- 49-69-7535-3860
E-mail: MIKULSKI W JOE @ STATE.GOV
Web site: www.SUITCASEGYM.COM

State side address: W. Joe Mikulski
P.O. Box 561225
Orlando Florida 32806

Mikulski, W Joe

To: BRIAN.HEARN@USPTO.GOV
Subject: Please Advise

Dear Mr. Hearn, I write you in hopes that you might steer me in the best direction in solving a patent application problem. I hope that you will bear with the length of my message as the problem is somewhat involved. It began around the beginning of the year when I determined that my attorney was over charging me. We had agreed (verbally), that the fees were not to exceed 10,000 for the two patents. They had stated that upon acceptance of the idea by the PTO, I would only pay the necessary application fees and a few hundred dollars for updated drawings. But instead I received a statement for a due payment of \$2,845. I had already paid them \$10,000, and there was no guarantee how much more they would require even if I had paid the extra \$2,845. I had made it clear from the beginning to them that \$10,000 was all that I could afford. Unfortunately for me I did not get their offer in writing. I will be sending an official complaint anyway, to the PTO complaint department. My biggest problem however is how to deal with the patent applications. For this I contacted the Help line who's number I obtained from the PTO web site. They suggested that I contact the examiner and explain my situation, that I had terminated my attorney and I also wanted to petition for an extension of time so that my application would not expire. This was on Jan 28th. I got a fax number from them (703-8729302), figuring that this was the most effective way to send my petition. I sent the first fax on Jan 30 and after receiving no reply I sent another on Mar 20. After still receiving no reply, I sent the request by regular mail to the "Assistant Commissioner for Patents - Office of initial Patent Examination". I still received no response so I tried contacting the examiner by phone leaving voice mail messages. When this didn't work, I re-dialed the help line and after being transferred five or is times, I was able to obtain several E-mail contacts including your own.

Mr. Hearn, this problem has been further complicated by my position as a technician in the U.S. Foreign Service. For the past year, I have been constantly off on visits to places like Pakistan, Tajikistan, etc, etc. This assignment leaves me very little time to devote towards this effort.

I desperately needed an extension of time on my application until either my oversees assignment is up and had more time, or until I could find another patent attorney who would not rip me off. Now I understand that my application has already expired and that I must apply for an "restoration". I also understand that I must file either an "unintentional", or an "unavoidable" petition. I would because of my extraordinary circumstances in this situation, like to go with the unavoidable petition in all fairness to me. I have diligently made every effort to rectify this problem before it was to late. Nevertheless I have been told to consult with you before making my move. I would greatly appreciate hearing from you Mr. Hearn, and receiving any advice you could give me. sincerely.....W. Joe Mikulski

Walter Joe Mikulski
AMCONGEN/RIMC
PSC 115
APO AE 09213-0115

May, 21, 2002

Gentlemen, please see that this letter gets into the hands of the right person. I have applied for two patents on Jan 5, 2000. I recently received a notice of allowance due which stated that the application had been examined and is allowed for issuance as a patent. (Please see enclosed statement). At the time, my patent attorney was sending me bills for amounts far greater than I could pay; consequently I found it necessary to break off my relations with them. Because of this, I was not sure of the progression of the status of the patents. I called the patent office and tried to reach the examiner for my application (Mr. Jerome Donnelly). Since he was not available, I asked for his FAX number and send him a letter explaining my situation. This was in January, and after receiving no reply in two months, I faxed him another letter. I have still received no reply. (Enclosed is a copy of the letter, which I faxed to Mr. Donnelly). As I previously explained to him, I was in a very precarious situation. I am working for the US. Department of state oversees and am constantly traveling to very remote areas to work for long periods at a time. I have been pleading with the Patent office to please understand my situation, that I have not been able to keep my attorney, and would still like to pursue the issuing of my patent applications. With my job in the United States Foreign Service I simply cannot keep up with the patent status on my own. I have visited the PAC website. I plan to utilize the site in expediting the issuance of my patent. All that I have been asking of the Patent office and Mr. Donnelly is simply a chance to be allowed to proceed on my own. Could the PAC please consider my circumstances and grant me an extension and simple inform me what next step I must take. I will do the rest myself. I will be happy to pay any extension fees involved on my part. To this date I have not paid because I have not received answers from my Faxes to Mr. Donnelly and did not know in which direction to proceed. I am very desperate for an answer. Please respond. To one of the addresses or FAX numbers on the copy sheet.

Mikulski

Sincerely... W. Joe

W Joe Mikulski

Mikulski, W Joe

From: Mikulski, W Joe
Sent: August 02, 2002 2:22 PM
To: Mikulski, W Joe; 'STEVE.VALENTINE@USPTO.GOV'
Subject: RE: SEEK ADVICE

-----Original Message-----

From: Mikulski, W Joe
Sent: August 02, 2002 1:04 PM
To: 'BRIAN.HEARN@USPTO.GOV'
Subject: Please Advise

Dear Mr. Valentine , I write you in hopes that you might steer me in the best direction in solving a patent application problem. I hope that you will bear with the length of my message as the problem is somewhat involved. It began around the beginning of the year when I determined that my attorney was over charging me. We had agreed (verbally), that the fees were not to exceed 10,000 for the two patents. They had stated that upon acceptance of the idea by the PTO, I would only pay the necessary application fees and a few hundred dollars for updated drawings. But instead I received a statement for a due payment of \$2, 845. I had already paid them \$10,000 , and there was no guarantee how much more they would require even if I had paid the extra \$2,845. I had made it clear from the beginning to them that \$10,000 was all that I could afford. Unfortunately for me I did not get their offer in writing On Jan 28th Contacted the Help line who's number I obtained from the PTO web site.' They suggested that I contact the examiner and explain my situation, that I had terminated my attorney and I also wanted to petition for an extension of time so that my application would not expire. I got a fax number from them (703-8729302), figuring that this was the most effective way to send my petition. I sent the first fax on Jan 30 and after receiving no reply I sent another on Mar 20. After still receiving no reply, I sent the request by regular mail to the "Assistant Commissioner for Patents - Office of initial Patent Examination". I still received no response so I tried contacting the examiner by phone leaving voice mail messages. When this didn't work, I re-dialed the help line and after being transferred five or is times ,I was able to obtain several E-mail contacts including your own.

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Walter Joe Mikulski
AMCONGEN/RIMC
PSC 115
APO AE 09213-0115

Tel: office: 49-69-7535-3890
home 49-69-95638536
FAX: 49-69-7535-3860 , ,

e-mail MIKULSKI W JOE @ STATE.GOV
WEB site: WWW.SUITCASEGYM.COM

Application number for "portable exercise Assembly: 09/477951
Filing date 01/24/2000.

**Name: Walter J.. Mikulski SSN: 266-64-2397 Position: IMTS/T Grade: FS-03
2002/2003 Work Requirements Statement April 16, 2002 – April 15, 2003**

This position is one of 14 members of the telephone maintenance technical staff of the Regional Information Management Center located in Frankfurt, Germany. The incumbent is assigned to Frankfurt, Germany and provides regional maintenance and installation services to the 117 posts supported by RIMC. He receives direct supervision from the Chief, Telephone Branch and overall supervision from the Dep. Director, RIMC. Although the incumbent has no direct supervisory responsibilities, he is called upon to act as team leader or project officer for Information Management initiatives within the EUR/NEA/AFW area.

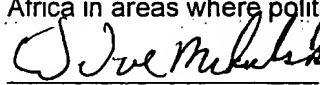
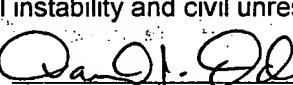
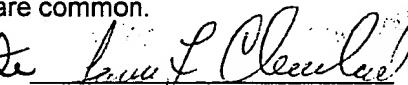
Continuing Responsibilities:

1. The incumbent has responsibility for the surveying, installation and maintenance of an array of telephone Private Branch Exchange (PBX) systems and equipment to include ancillary support systems, within the EUR/NEA/AFW region. He is also tasked to provide assistance during emergencies and Secretary of State visits on a worldwide basis.
2. Work closely with area posts, providing assistance in the planning, acquisition, and implementation of necessary improvements to the various telephone systems.
3. Provide detailed trip reports for work performed during area site visits, make recommendations for changes and/or improvements as needed.
4. Ensure proper safeguards are provided for all Information Technologies (IT) resources under RIMC control.
5. Ensure proper management of classified material and information including processing, storage, and disposal.
6. Respond to post queries for assistance and/or information using telegraphic, telephonic or e-mail means of communications.
7. Maintain tools, test equipment, and technical manuals to include software and telephone supply catalogs needed to support area posts.

Specific Goals and Objectives:

1. Rewire, equip, and program telephone service for renovated office space at Embassy Minsk.
2. Rewire, equip, and program telephone service for renovated office space at Embassy Tallinn.
3. Assist with the installation of telephone service at Consulate Frankfurt Creekbed NOB.
4. Assist with the installation of OSCE Vienna Mitel SX-200 EL PBX.

Special Circumstances: To meet emergency communications needs the incumbent is required to travel, usually with little or no notice, throughout Eastern Europe, the Middle East and Western Africa in areas where political instability and civil unrest are common.

  
Walter J. Mikulski

Rated Employee

IMTS/T

RIMC EUR/NEA/AFW

Frankfurt, Germany

Date: 5-24-02

David J. Odette

Rater

Chief – Telephone

RIMC EUR/NEA/AFW

Frankfurt, Germany

Date: 5-24-02

James L. Cleveland

Reviewer

Deputy Director

RIMC EUR/NEA/AFW

Frankfurt, Germany

Date: 5-24-02

Name: Walter J. Mikulski SSN: 266-64-2397 Position: IMTS/T Grade: FS-03
2001 Work Requirements Statement July 1, 2001 – April 15, 2002

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PLEASE READ

Continuing Responsibilities:

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2. Work closely with area posts, providing assistance in the planning, acquisition, and implementation of necessary improvements to the various telephone systems.
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6. Respond to post queries for assistance and/or information using telegraphic, telephonic or e-mail means of communications.
7. Maintain tools, test equipment, and technical manuals to include software and telephone supply catalogs needed to support area posts.

Specific Goals and Objectives:

1. Assist with the installation of a Meridian 61C Remote Node at Embassy Ljubljana.
2. Assist with the installation/upgrade of a Mitel SX-2000 EL at Embassy Berlin..
3. Assist with the installation of Consulate Ponta Delgada Norstar PBX. *OK*
4. Assist with the installation of Embassy Ashgabat's Meridian 11C PBX.

Rated Employee:

Signature/Date

Walter J. Mikulski
Walter J. Mikulski
IMTS/T
RIMC EUR/NEA/AFW
Frankfurt, Germany

Rater:

Signature/Date

David J. Odette
David J. Odette
Chief – Telephone
RIMC EUR/NEA/AFW
Frankfurt, Germany

Reviewer:

Signature/Date

James L. Cleveland
James L. Cleveland
Deputy Director
RIMC EUR/NEA/AFW
Frankfurt, Germany

IV. EVALUATION OF PERFORMANCE AND ACCOMPLISHMENTS (Completed by Rater)

ALL CLASSES

YES NO

A. General Appraisal:

1. All Employees: Performance was satisfactory or better (If no, see instructions for documenting unsatisfactory performance)

2. SFS Members: 1. Adjustment of Salary Level -- Performance was excellent or better

2. Member is recommended for Performance Pay (see instructions)

3. Member is recommended for Recertification -- Performance was excellent or better

(See instructions for recertification, conditional recertification, and non-recertification criteria)

B. Discussion: Identify at least three of the work requirements including continuing responsibilities and/or specific objectives listed in Section III. For each, using examples, describe the employee's performance and accomplishments and his/her contribution to the Mission's or Bureau's Program Plan.

Walter "Joe" Mikulski has provided the RIMC regional customers with quality support. When not providing direct TDY travel support, Joe's time is spent fielding dozens of daily inquires for technical advice and guidance from the regional Foreign Service National (FSN) and Information Resource Management (IRM) personnel who are tasked with providing first level maintenance of the telephone network at post. Whether it is a complex detailed step-by-step programming change for a Meridian 61C at Embassy Muscat or a routine parts procurement guidance call from Embassy Warsaw, Joe has provided the answers that were requested. His attention to detail and his ability to focus on the final objective have helped RIMC customers meet their needs. One of Joe's specific objectives was the installation of a new telephone service in renovated office space at Embassy Vilnius. After careful review of the bill of material that had been received, and of what service the customer envisioned, he noted that some key components had been left out of the original order. Joe assisted post IRM personnel in procuring what they needed. He then reviewed the final design configuration so optimum service would be achieved. The installation was then completed in a timely and accurate fashion. Joe's efforts at completing the re-wiring and equipment installation at Embassy Tallinn resulted in the post having a quality telephone network that will provide them with years of good service. This project would have typically been assigned to a two person team, staffing shortages required that Joe tackle this by himself. Without hesitation, he took charge of this project and after a thorough evaluation, he proceeded to develop a sound action plan which scheduled his work so the project was completed in just a few days.

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